

Chat Commander

Online Software

by



User manual

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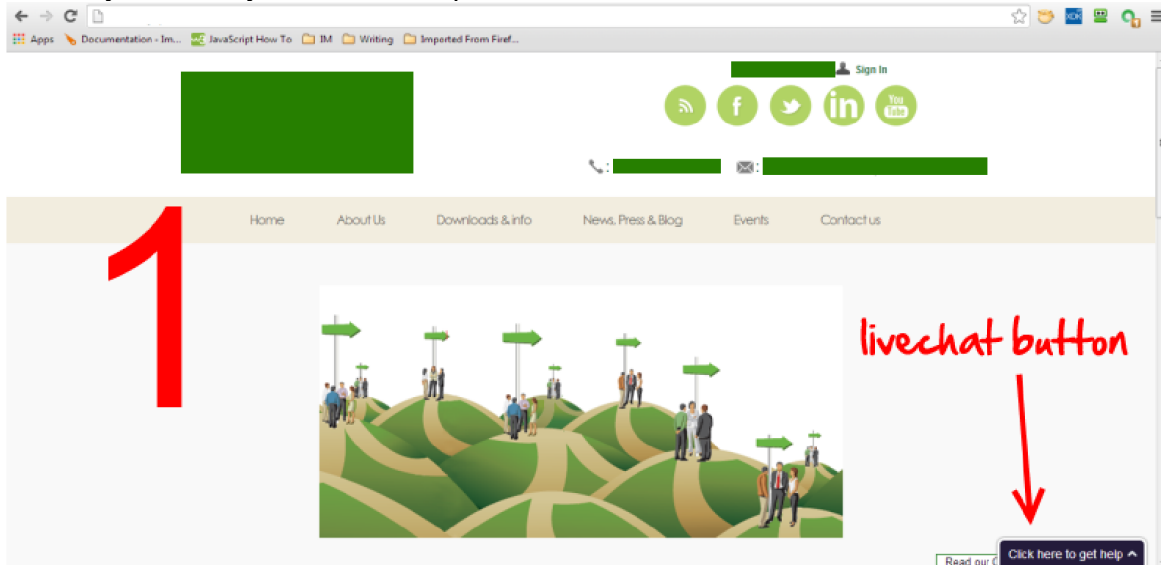
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Introduction

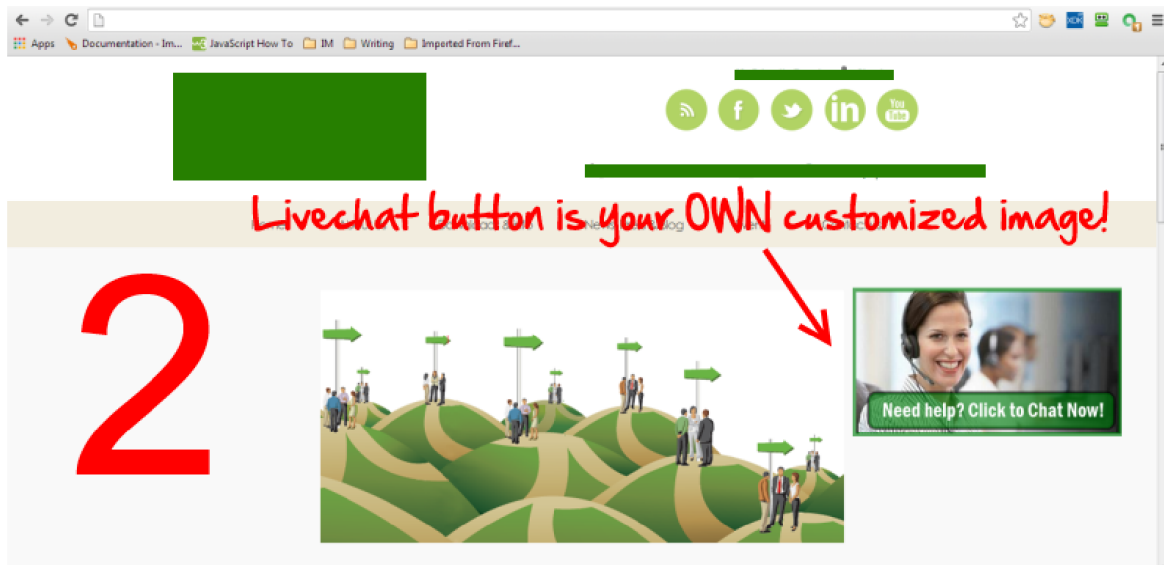
Welcome to Chat Commander Premium LiveChat. Ours is a unique, premium livechat platform that has been developed to include all of the needs of local business owners:

1. Fully customizable – the livechat can be fully customized to fit the look and feel of your clients' web sites both in terms of colours and positioning of the livechat. For example, which one of the web pages below do you think would get the most effective livechat response?

Example 1 – the livechat button is only visible in the bottom corner of the screen. This is commonly offered by most livechat platforms.



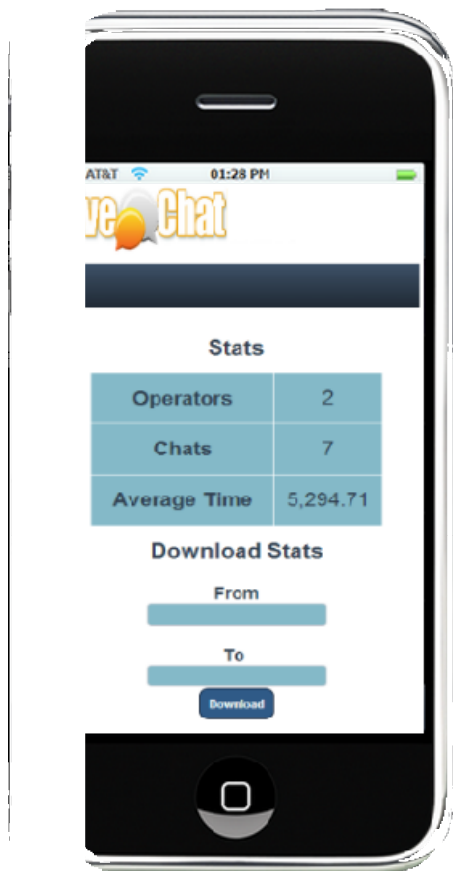
Example 2 – customized livechat button! Placed in a 'hot' spot, VERY visible!



With Chat Commander LiveChat, you can use whatever images you like and position the

livechat anywhere on ANY pages or posts on your web site – and you can use different images for online and offline mode!

2. **UNLIMITED operators** – most livechat platforms charge per operator. Chat Commander LiveChat enables you to have UNLIMITED operators, all of whom have their own web-based login!
3. **Stats and downloadable reports** – with Chat Commander LiveChat, your clients will be able to see exactly how each operator is performing and download stats that can be opened using any spreadsheet program or text editor.
4. **Mobile responsive** - The LiveChat platform has been designed to be responsive to all screen sizes, so users – both operators and customers, can easily use the livechat on their mobile phones or tablets. This is a huge advantage, especially for small business owners, because it means operators do not have to be tied to their desks to respond to their livechats.



Chat Commander LiveChat is extremely easy to use, let's take a look ...

Logging in to your LiveChat

Your livechat is accessible through the following link:

<http://YOURDOMAIN.com/livechat/admin/>



Admin Login

Name:

Password:

Login

[Forgot Password ?](#)

When you log in, you will see your LiveChat Admin Control Panel:



STATS ONLINE CHAT LOG OPTIONS OPERATORS RESPONSES LOGOUT

Stats

Operators	1
Chats	0
Average Time	0.00

Download Stats

From

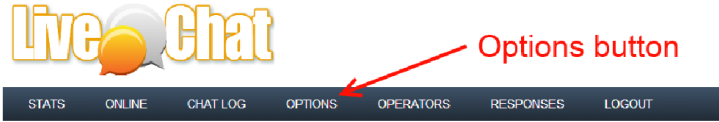
To

Download

Let's take a look at how it all works...

Configuring LiveChat

Virtually everything about the LiveChat platform is configurable. Click on the OPTIONS button...

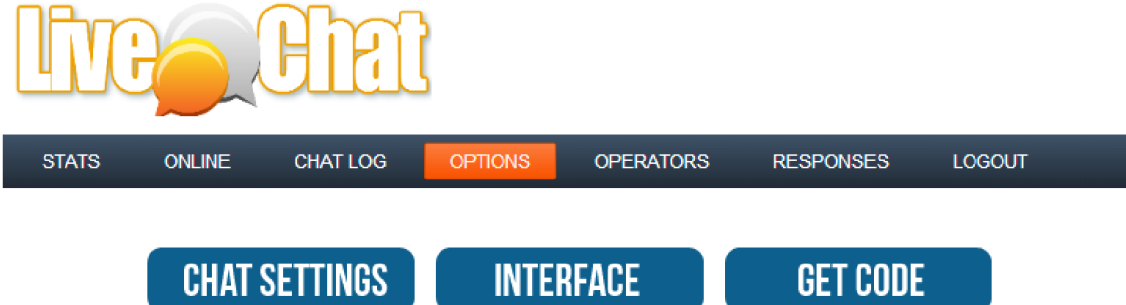


The screenshot shows the LiveChat dashboard. At the top is the 'LiveChat' logo. Below it is a navigation bar with buttons: STATS, ONLINE, CHAT LOG, OPTIONS, OPERATORS, RESPONSES, and LOGOUT. A red arrow points to the 'OPTIONS' button, which is labeled 'Options button' in red text. Below the navigation bar is a 'Stats' section with a table showing current statistics.

Stats	
Operators	1
Chats	0
Average Time	0.00

Below the stats table is a 'Download Stats' section with two input fields labeled 'From' and 'To', and a 'Download' button.

and you'll then see 3 buttons – Chat Settings, Interface and Get Code.



The screenshot shows the LiveChat dashboard after clicking the 'Options' button. The 'Options' button in the navigation bar is now highlighted in orange. Below the navigation bar are three large blue buttons: 'CHAT SETTINGS', 'INTERFACE', and 'GET CODE'.

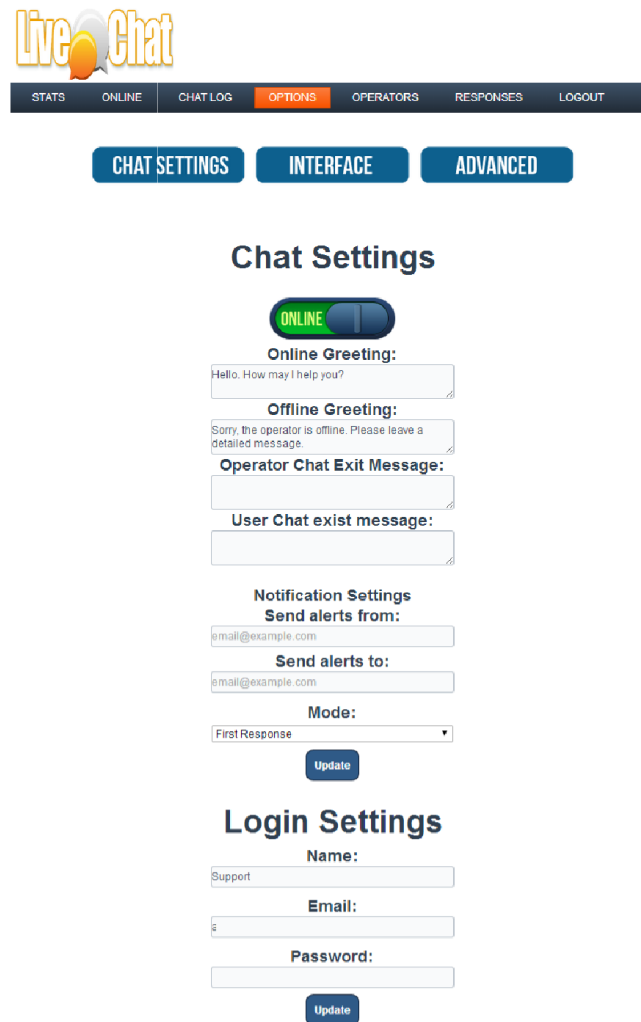
Chat Settings covers the opening messages customer's see, sets livechat to online or offline and has Admin's settings.

Interface covers the customization of the livechat. Here you can set the colours to match your client's web site.

Get Code displays the code that you need to copy and paste on your client's web pages.

Let's look at these in a bit more detail...

CHAT SETTINGS:



The screenshot shows the LiveChat control panel interface. At the top, there's a navigation bar with tabs: STATS, ONLINE, CHAT LOG, OPTIONS (highlighted), OPERATORS, RESPONSES, and LOGOUT. Below this is a secondary bar with buttons: CHAT SETTINGS (highlighted), INTERFACE, and ADVANCED. The main content area is titled 'Chat Settings' and contains several sections:

- Online/Offline button:** A toggle switch currently set to 'ONLINE'.
- Online Greeting:** A text input field containing 'Hello. How may I help you?'.
- Offline Greeting:** A text input field containing 'Sorry, the operator is offline. Please leave a detailed message.'.
- Operator Chat Exit Message:** An empty text input field.
- User Chat exist message:** An empty text input field.
- Notification Settings:**
 - Send alerts from:** A text input field containing 'email@example.com'.
 - Send alerts to:** A text input field containing 'email@example.com'.
 - Mode:** A dropdown menu currently set to 'First Response'.
 - Update** button.
- Login Settings:**
 - Name:** A text input field containing 'Support'.
 - Email:** A text input field containing 'a'.
 - Password:** An empty text input field.
 - Update** button.

Online/Offline button:

This button allows you to set the livechat to offline even when you're logged into the live chat control panel. The live chat has set triggers to online and offline as follows: When the last person (admin or operator) logs out of the live chat, the live chat will automatically set to 'offline' and when the first person logs into the live chat, it will automatically set itself to online. However, there may be times when you want to be logged in but have the live chat set to offline, in which case, use this button.

Operator Chat Exit message: This is the pop-up alert message that a customer will see when an operator closes the chat.

E.g. *'The live chat has now been closed by the operator. '*

Customer Chat Exit message: This is the pop-up alert message that a customer will see when he/she closes the chat.

E.g. *'Thank you for using our live chat support. Please click the rate button to let us know*

how we performed for you. '

Online Greeting: This is the message customers will see when they first open up the livechat.

E.g. *'Hello, How may we help you today?'*

Offline Greeting: This is the message customers will see if the livechat is set to 'offline'. (i.e. when no operators are working). E.g. *Sorry – our livechat is unavailable at this time. Please fill in the form below and one of our representatives will contact you ASAP.*

Send alerts from: This is the email address that alerts will be sent from. E.g. alerts@yourdomain.com

Send alerts to: This is the email address that will receive alerts (i.e. when a customer clicks the livechat you can be alerted so that you can make sure an operator is logged in to deal with the chat)

Mode: You can set the live chat to either give a 'first response' OR 'leave a message'. The former will allow you to have the chat box popup even if offline and show the first response message. The latter will show a feedback form (fields can be customized (see Interface Settings)).

If you set the Mode to 'Leave a Message', you will see more options:

Mode:

Leave A Message ▼

Fields:

Name

E-mail

Reason for contact

Update

Fields gives you complete control over what fields are displayed in the form that pops up. You can use any field names. Each field must be on a new line.

Login Settings

Username: This is both what customer's see if Admin responds to a livechat AND it is the Admin's login username. (On Operator's login – chat users will see the Operator's name)

Password: We recommend using a strong password with at least 8 characters using digits and unusual characters too

Email: IMPORTANT – if you make changes to the email, make sure to double-check that there are no typos otherwise the 'Forgot Password' function won't work!

INTERFACE SETTINGS



[STATS](#) [ONLINE](#) [CHAT LOG](#) [OPTIONS](#) [OPERATORS](#) [RESPONSES](#) [LOGOUT](#)

[CHAT SETTINGS](#) [INTERFACE](#) [ADVANCED](#)

User Interface

Background Colour:
#EFEFEF

Head Section:
#EFEFEF

Chatbox Colour:
#DC9C39

Font Colour:
#CF8974

Powered By Font Colour:
#000000

Welcome Message
Welcome to LiveChatHero Support
[Update](#)

Chat Images

Online Chat Image:
[Choose File](#) No file chosen



Offline Chat Image:
[Choose File](#) No file chosen



[Update](#)

This is where you define the colours and images used for the livechat – background, header area, chat box area, border and font. These can be changed at any time and the livechat will automatically update when the screen is refreshed.

You can set an image that will be shown when the livechat is online and a different image that will be shown when the livechat is offline (i.e. Not available).

Unlike most other livechat services, LiveChat allows you to use your OWN images. You can use any size of image to ensure that everything integrates perfectly with your web site.

You can also set welcome message that appears on the live chat screen for your customers. E.g. *'Welcome To MyBusiness Support'*. Try to keep your message to no more than 40 characters so it sits nicely in the chat screen on one line.

ADVANCED SETTINGS



[STATS](#)
[ONLINE](#)
[CHAT LOG](#)
[OPTIONS](#)
[OPERATORS](#)
[RESPONSES](#)
[LOGOUT](#)

CHAT SETTINGS

INTERFACE

ADVANCED

Audio alerts

Yes ☒ No ☐

Time Popup Settings

Time To Popup (1 second = 1)

Popup Image:
(Max: 320*480)

Choose File No file chosen



Time Zone Settings

(GMT) London

Location API

Username:

Key:

Update

Popup Code

Window Popup

```

```

Floating Popup

<head>:

```
<link
hr
s/
<sc
Sre
/ie_name.js ></script>
```

<body>:

```
<a href="javascript:void(0);"  
on<Click=to:using:proto(<http://www.bolton.com/
```



```
,stat  
us  
<s  
ic, chat  
up  
en  
</scrip>
```

Time Popup

Audio Alerts:

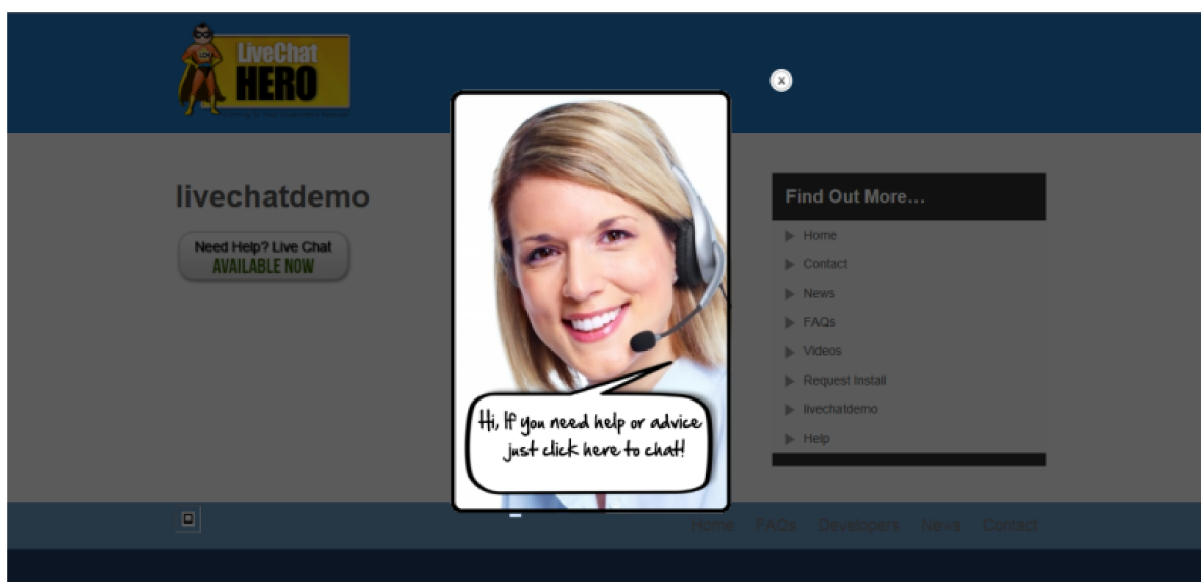
Here you can turn audio alerts OFF for operators. This is recommended if operators are sat by the PC or mobile. BUT if the operator is away from the PC or mobile, they'll need to be alerted when a customer needs help, in which case they can turn audio alerts on.

Timed Popups:

This is a really important part of your live chat operation. If you check from your analytics that customers typically leave a page on your site after , say, 8 seconds – you could set the timed pop-up to come after 7 seconds and thereby keep the customer and invite help/support.

PopUp Image:

You can use any image for the timed popup. We have set a maximum size to 320x480 pixels to ensure that it will work well on mobile devices. You can use a .jpg OR .png. A .png works well with a transparent background.



Timed Zone Settings

You can set the time zone for your live chat here.

Location API

If you want to know what city your customers are in when they launch the live chat, you can do so here. You will need to go to the following URL to register (FREE):

<http://www.locatorhq.com/ip2location-api>

Once registered, you'll receive a Username and an API key. Insert those in the fields here and click update. Now your operators will be able to see which cities the customers are in BEFORE the operators open the chats.

PopUp Windows:


These are the codes that you'll need to copy and paste on the web pages for web visitors to access the live chat.

You'll notice that there are THREE options – pop-up, floating pop-up and timed popup.

The standard popup opens a new window or tab and is preferable for mobile users whereas the floating pop-up floats on top of the page. You can use one on one page and the other on a different page meaning that mobile pages could have the standard pop-up and non-mobile pages can have the floating pop-up but we'd recommend that you try them both for yourself to see which best suits your web site and audience.

The timed pop-up allows you to set a pop-up image to load after XX seconds. When that image is clicked, the live chat will open.

Responses (pre-set)



[STATS](#) [ONLINE](#) [CHAT LOG](#) [OPTIONS](#) [OPERATORS](#) **RESPONSES** [LOGOUT](#)

List of Responses

Responses	Delete
Please hold on for a minute while I check...	X
We have two options - monthly and annual - with annual you get 2 month's free!	X

Add Responses

Response:

Add

You can set 'canned' or 'pre-set' responses. This can save operators a huge amount of time as common responses don't need to be typed. The example below shows how canned responses can be selected easily by operators.

Chat Log

LiveChat

STATS ONLINE **CHAT LOG** OPTIONS OPERATORS RESPONSES LOGOUT

Filter by date

Chat history

Filter by operator

From To Operator admin Search

R < r > India (1)	Dec 5 2013	Rating[0]	X
R < r > India (1)	Dec 5 2013	Rating[0]	X
R < r > India (1)	Dec 5 2013	Rating[0]	X
Andrew Russell < arussell44@live.com > Spain (3)	Dec 5 2013	Rating[0]	X
R < r > India (1)	Dec 5 2013	Rating[0]	X
T < t > India (1)	Dec 5 2013	Rating[0]	X
Gopu < gopalsrn5@gmail.com > India (2)	Dec 4 2013	Rating[5]	X

1 / 1

« PREVIOUS NEXT »

DELETE ALL

The Chat Log shows all of the livechats. You can filter by date and by operator. The display also shows email, ratings and country (and CITY is you add this – see above) of customers who used the livechat.

Online – Using LiveChat

Using LiveChat is very simple. Once the liveChat is set to 'online' any time a customer needs chat support, you will hear an alert sound. The 'Online' menu button is where chats are hosted. Once you click on that, you will see all current livechats. To start chatting with a customer, just click on the customer's name and the chat will open up.

If pre-set (canned) responses have been set up, then as you type a word that is in the response, the response will appear below the chat box and you can simply click on the relevant response and it will be pasted into the chat box.

If a customer ends the chat, their name will change colour and a notice will appear advising that the livechat is no longer required.



Final Word

We recommend that you start using your new livechat as soon as possible. Used correctly, it will make a BIG difference to your business.

If you have any problems using LiveChat, please contact: